

## Summary of Notes on the Qwest Regional Performance Results Report January 2002 through December 2002 – Dated January 20/21, 2003

January 29, 2003

### General Comments:

- Notes are based on 14-State 271 PID Version 5.0 (which is definitionally the same as ROC 271 Working PID Version 5.0).
- ***Attachments 1 through 6, previously posted in past Summaries of Notes, are now located in a new document, called “Qwest Measurement Definitions Addendum – Version 1.0” (hereafter, “Addendum”), posted on the same website page as this Summary of Notes.***
- The display of N/As and blanks in statistical results may not appear as outlined in the “Explanation for Display of Statistics” at the bottom of this document. Programming refinements are pending.
- Instances where no CLEC and/or Qwest results are reported for a particular month, and instances where no measurement is reported, are due to no activity.
- Beginning with the Feb 01 - Jan 02 report, a pagination revision continues page numbers in sequence past the end of the Table of Contents instead of starting over at the beginning of the graphical presentation of results as in prior reports.
- See Addendum, pages 1 and 10, for lists of explanations for PO-19B transactions with acceptable differences, and page 12, for an applicable draft of the PO-19 PID.
- Beginning with Jun 02 results on the Jul 01 - Jun 02 report, Qwest is reporting results for a new Manual Service Order Accuracy measurement (PO-20). Please see Addendum, page 5, for a description of this PID. (Approval of this PID or its replacement is being discussed in Long-term PID Administration forums.)
- Beginning with Jul 02 results on the Aug 01 - Jul 02 report, Qwest is reporting additional data regarding Order Accuracy. This data is found on the page following the reporting of PO-20, Manual Order Accuracy, results. The additional data reports LSR/service order discrepancies reported by customers that are not captured by the OP-5 installation quality measurement. Please see Addendum, page 7, for a description of this data. (Qwest will propose that information such as this be considered in the first Long-term PID Administration forums in conjunction with discussions about PO-20.)
- Beginning with Jun 02 results of the Sep 01 - Aug 02 report, Qwest is reporting results for a new Billing Claims Processing measurement (BI-5). Please see Addendum, page 8, a description of this PID. (Approval of this PID will be sought in early Long-term PID Administration forums.)
- Beginning with the Sep 02 results on the Oct 01 - Sep 02 report, the process of using “csv” files to load data for manual PID reporting is replaced with a web-based data input tool in order to make the process more efficient. The affected PIDs are all “GA” measurements, PO-10, PO-16, PO-19, OP-2, MR-2, DB-1, DB-2, DA-1, OS-1, NP-1 and all “CP” measurements. This change does not impact results.

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
All	All Applicable Products	Implemented programming to add new ACNA/OCNs to the ACNA table. This change is included in reruns but only impacts results for Mar 02 forward because these ACNAs are for new CLECs.	R	R	>									
All	All Applicable Products	As a result of Internal analysis, found that for western region orders (Northern ID, OR, WA) the SOMCN on the order did not hold the	R	R	>									

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		inward MCN and therefore the CLEC_ID did not map correctly. Implemented programming to pick up the inward MCN and recalculate the CLEC_ID based on the new MCN. The impact of this change is estimated to be minor, although it cannot be quantified precisely, due to other changes affecting the same results.												
All PIDs with Exclusions	All Applicable Products	Updated exclusion identification programming to reflect source changes related to the monthly-to-daily code migration. This update has no impact on results.										>		
All Provisioning & Maintenance	All Applicable Products	The MSA table for Mar 02 had duplicate views found to be relevant when a wire center incurs number pooling. Two Oregon wire centers (503-707 and 503-897) have split off line numbers 6000 - 6999 to central office PTLDR13 which has an MSA-type disaggregation of "Yes." Both of these Oregon NPA/NXXs were previously served entirely out of central office SESDOR64 which had a MSA-type disaggregation of "No." Line number blocks 0000 – 5999 and 7000 - 9999 will continue to be served out of SESDOR64. Work is pending to block these and future duplications in the ART table on a going forward basis. For Mar 02, Qwest defaulted to the preexisting MSA-type designation. The impact is minimal.			>									
All Provisioning & Maintenance Interval PIDs	Residence & Business	As a result of internal analysis, found the Standard Interval Table needed to be modified for Colorado to reflect state-specific differences between wholesale and retail intervals. Added field to the table to identify Wholesale and Retail. Changed the Standard Interval Table for Colorado to include Retail Residence = 3 days and Retail Business = 3 days. Wholesale remained 2 days for these products in Colorado. This change did not impact results.	R	R	>									
GA-1D	N/A	Implemented the reporting of gateway availability for "SIA," a new system being phased in that will be replacing Data Arbiter and Fetch-N-Stuff. Qwest will report SIA gateway availability results (GA-1D) in addition to Fetch-n-Stuff (GA-1B) and Data Arbiter (GA-1C) results until the system conversion is complete.						>						
GA-1 & -2	N/A	As a result of internal analysis, restated on the May 01 - Apr 02 report Jan 02 results to include an 88-minute LRTS outage and Feb 02 results to include a 68-minute LRTS outage not previously reflected in results. (LRTS is a downstream system used to avoid	R	R										

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		duplicate telephone number assignment. Qwest internal analysis determined even though orders can still be issued when LRTS is down, it is appropriate to include these outages in results. This is because of the increased potential for the assignment of duplicate telephone numbers to orders during an LRTS outage.) The impact of this change is minimal.												
GA-1 & -2	N/A	On August 12, 2002, from 9:07 a.m. to 1:50 p.m. MDT (283 minutes), a CLEC improperly advertised a network route to Qwest IP address space, effectively detouring IMA Internet traffic through the CLEC rather than going directly to Qwest. When the re-routed traffic attempted to pass through the CLEC's network, it was stopped, probably at its firewall. By having the CLEC eliminating the improperly advertised route, the traffic reverted to the normal path, and access was restored.								X				
PO-1A-7, PO-1B-7	N/A	Implemented programming to include Raw Loop Data (RLD) Qualification with ADSL Qualification results and report under transaction type 7 as "Loop Qualification Tools" per a TAG-approved PID change. <b>The impact of this change is significant, primarily in terms of volumes, with some improvement in results.</b>		R	R	>								
PO-1A-7, PO-1B-7, PO-1C	N/A	Results rerun to incorporate PID change combining the ADSL Loop Qualification and Raw Loop Data tools.		R	R	R								
PO-2	Unbundled Loops	Implemented programming to add to the calculations of the numerator certain LSRs for Unbundled Loops with 72-hour FOC intervals, which are now considered flow-through eligible.	>											
PO-2	All Applicable Products	Implemented programming to identify and exclude non-fatal rejects from results as part of PID exclusion for rejected LSRs for Mar 02 forward. Previously, only fatal rejections had been excluded. The impact of this change is minimal.			>									
PO-2	All Applicable Products	As a result of internal analysis, determined some canceled (SUP-1) LSRs were being excluded for invalid reasons. Implemented programming change to only exclude canceled LSRs for valid reasons based on the Exclusion Matrix. The impact of this change is minimal and in Jun 02 results only.						>						
PO-2	All Applicable	The FTS file is now sent directly to ORACLE instead of PANS.							>					

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PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
	Products	Implemented programming to extract the FTS file from ORACLE. This change has no impact on reporting.												
PO-2	All Applicable Products	Implemented programming to begin using recently-completed daily PANS non-fatal error file instead of monthly IMA non-fatal error file. This change has no impact on reporting.							>					
PO-2	All Applicable Products	As a maintenance item, updated programming to remove references to the monthly IMA-undetermined and exclusion files, which are being deleted in PANS as they are no longer needed. This update does not impact results.										>		
PO-2A-1 PO-2B-1 PO-5A-1 PO-5B-1	All Applicable Products	As a continuous improvement item, implemented programming to identify Supp 2 (due date change) LSRs and determine flow-through according to businesses rules. This change was effective November 18, 2002. The impact is minimal.											>	
PO-2B	All Applicable Products	Applied new benchmarks approved by Arizona and ROC TAGs to graphical presentations.		>										
PO-2B	All Applicable Products	As a result of internal analysis, found the “undetermined file” had not been updated for Mar 02 when the March CRM process was run. Restated results on the May 01 - Apr 02 report. The impact of this change is minimal.			R									
PO-2B	Unbundled Loops	Implemented programming to recognize a new flow-through eligibility rule that is a result of a new line limitation rules on flow through with CRM Release 10. If the activity type is T or D, and the sub-product type is 25 or 35 (Unbundled Loop) and the number of lines is 11 or greater, the LSR will fall out for manual handling. Implemented programming for the exclusion. The impact of this change is not determined.							>					
PO-2B-2 (Other than AZ, CO)	POTS Resale	Beginning with Jul 02 results on the Aug 01 - Jul 02 report, the benchmark should show 95% instead of 90% (which applies only through Jun 02). This was corrected on the Sep 01 - Aug 02 report.							X					
PO-2, -3, -4 & -5	All Applicable Products	Internal analysis determined the “CRM2_CRM_STAT2” file referenced in programming is not used and should be removed. This change does not impact results								>				
PO-2, -3, -4 & -5	All Applicable Products	As an improvement step, implemented programming to use daily support files earlier in the report generation process to avoid inadvertent changes to historical results. This change does not impact results.											>	

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PO-2, -3, -4 & -5	Resale UNE-P POTS	As a result of internal analysis, identified problem with identification of the UNE-P Centrex and UNE-STAR products that changed from Resale to UNE-P POTS. Modified programming to better match the RSOR code used to identify these two products. The impact of this change is minimal.							>					
PO-2, -3, -4 & -5	Resale UNE-P POTS	As a continuous improvement item, implemented programming change to identify UNE-STAR records with sub-product code instead of a match to RSOR data. The impact of this change is minimal.											>	
PO-3	N/A	Internal analysis identified that some (few) LSRs included in PO-3 do not fit the PID-specified inclusion rules. To improve the measurement to address this, implemented programming to use manual files from IMA and CRM to look at fields that will avoid this. The impact of this change is minimal.							>					
PO-3	N/A	Mechanized the manual process noted above in the preceding note for this measurement.								>				
PO-3 & -4	N/A	Modified programming to match the name change of the reject reason code table in PANS from REQHIST3 to REQHIST4 for Sep 02 data. This change does not impact results.									>			
PO-3 & -4	N/A	As a code efficiency item, implemented programming to mechanize the use of the PANS production table created for reject reason code identification. This change does not impact results.											>	
PO-3C, -4C & -5C	N/A	Internal analysis identified that a CRM process that places the status of IIS (faxed) supplements on original LSR records made it necessary to correct status information on manual supplements. However, such corrections affect measurement flags (fields) that improperly exclude such manual records from these measurements. To resolve, used manual input files from IMA and CRM to provide corrections for Jul 02 results. This approach will be used to provide corrections until a CRM fix is in place, which is scheduled for Aug 16, 2002. The impact of this change is minimal.							>					
PO-5C	All Applicable Products	Internal analysis discovered that, due to a problem with the flow of data, type 1 supplemental (canceled) LSRs issued via IIS were being included in FOC results. Implemented programming to identify these records and not include them in results. The impact of this change is minimal.							>					

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PO-5D	LIS Trunks	In response to Liberty Data Request LIB 36-001 S1, implemented programming to more accurately identify the FOC notification date and time by using the EDCNF field. The impact of this change is minimal.	>											
PO-5D	LIS Trunks	Internal analysis determined "D_EXCEPT 3" should be removed from the Common Exclusions table for EXACT products, because the exclusion would never apply and is not necessary. This change does not impact results.								>				
PO-6	N/A	As a result of internal analysis, determined the IMA status file used to calculate results pulls at 30 days, and therefore had the potential to miss records in certain months. To ensure complete files, the pull was changed to capture 45 days. The impact of this change is minimal with a slight increase in volumes.	>											
PO-6	N/A	Implemented TAG-approved benchmark of 6 hours on graphical representation of results.			>									
PO-6	N/A	In responding to MN DOC Set 22, Requests 2275, 2277, and 2278 (Docket Number P-421/CI-01-1371), determined programming can be improved if it uses PON and Order Number as the first criteria for matching records from CRM and RSOR for this measurement, preceding the existing (and continuing) match criteria of Order Number and Telephone Number. The impact of this change is minimal.								>				
PO-6	N/A	Modified Regulatory Reporting programming to integrate with new CRM-IDR database. This change does not impact results.									>			
PO-6	N/A	As a result of internal review of programming, discovered that the potential existed for a retail SOP/SUP record to be incorrectly matched to PO-6 data, which only has Wholesale records. Added programming logic to determine Wholesale records and pull in only those from the SOP/SUP records. This improvement does not impact results.										>		
PO-6	N/A	As a result of internal review, discovered that the time variable for Sundays was mistyped as "TEMPTNFY." Implemented correction to show as "TEMPNTFY." The impact of this change is minimal.										>		
PO-6	N/A	As a result of internal analysis, modified programming to capture the year of the previous month to pull the correct data when the year of the current month and previous month are different. This												>

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		change does not impact results.													
PO-6B	N/A	On May 29, 2002, there were 804 failed notification transactions to a CLEC due to a computer problem at the CLEC site. The problem was corrected one day later and the notifications were send out. This made the notifications late even though the problem was not Qwest's. The impact of this problem on results across the 14-states is minimal.					X								
PO-6B & PO-7B	N/A	As agreed in response to Liberty Audit (and addressed in PID notes), implemented programming to report according to newly received transmission date and time from EDI data. Previous reporting was according to the 'made available' date – the date that EDI data would be posted and made available to the CLECs. The CLECs have the option to sign up to receive the actual transmission. Currently, the only CLECs signed up are the P-CLECs.	>												
PO-7	N/A	The statistical process has not historically created a Master File Record when only Qwest results exist. This process has been changed to create a Master File whenever Qwest adhoc data is present, regardless of whether there is CLEC activity. This change increases the size of some Master Files where previously not included. There is no impact to the statistical scores reported.		>											
PO-7	N/A	Internal analysis and continuous improvement efforts determined the SFREF date to be a more accurate representation of the SOP completion date than the SOCD date and is also consistent with the PID. Implemented programming improvement to use SFREF data to determine SOP completion date. If the SFREF date is null, programming logic defaults to the SOCD. The impact of this change is minimal.							>						
PO-7	N/A	In responding to MN DOC Set 22, Requests 2275, 2277, and 2278 (Docket Number P-421/CI-01-1371), determined programming can be improved if it uses PON and Order Number as the first criteria for matching records from CRM and RSOR for this measurement, preceding the existing (and continuing) match criteria of Order Number and Telephone Number. The impact of this change is minimal.								>					
PO-7	N/A	As a result of internal review, implemented programming update to											>		

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		use the SOAPPDT variable to complete the exclusion of invalid completion dates; in this case, situations involving the app date after the completion date. The impact of this change is minimal.												
PO-7	Line Sharing	As a code efficiency item, implemented programming to use the sales code for market unit identification instead of the FID for this product. This limits the RSOR match to wholesale records, which improves the run time of measurement calculations. This change does not impact results.											>	
PO-7	N/A	As a result of internal analysis, identified the variable "NTFYDATE" was mistyped as "NTYFDATE" in rerun section of the BNOT.SAS program. Corrected programming. This change does not impact results.												>
PO-7	N/A	To improve code efficiency, removed measurement from the LITRULES.SAS program logic because it is not needed. This change does not impact results.												>
PO-7A & -7B	N/A	As a result of internal analysis, identified missing billing completions for December 1, 2001, and as a result found that the IMA flat file was pulling at 30 days. To ensure complete files, the pull was changed to capture 45 days. (The Nov and Dec 01 reruns were captured manually.) The impact of this change is minimal.	>											
PO-7C	N/A	As a result of internal analysis, found and corrected problem where some of the CRIS Billing notifications for the Central billing region were not posted prior to the PANS pull of the daily detail. Qwest was unable to recover corrected data for the Central region for Jun - Aug 01 results. Therefore, data for those months was omitted from the Regional and state specific reports for AZ, CO, NM, MT, ID, UT and WY.	>											
PO-7C	N/A	As a result of internal analysis, discovered problems with Line Sharing identification. Implemented programming to identify line sharing through "T" (inward) activity only and not include "C" (outward) activity in reporting. Also implemented programming to eliminate inaccurate reporting of Retail records as Wholesale Line Sharing utilizing the order type, action codes and sales code. These changes result in a minimal reduction in volumes.	>											
PO-7, -8, -9 & -15	All Applicable Products	As a result of Observation 2080, implemented the following changes related to counting Saturday as a business day in	R	R	>									



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		measurement programming: <ul style="list-style-type: none"> <li>Modified code to count Saturday as a business day if the original due date or any subsequent due date is a Saturday.</li> <li>Modified code to not count a holiday as a Business Day.</li> </ul> For UNE-STAR, modified code to use the original product (Business, Centrex, Centrex 21) to identify product reporting category.												
PO-8A, -C & -D	All Applicable Products (Regional Report Only)	Internal analysis identified an error in the code that calculates the parity score for measurements reported as intervals with volumes of 100 or less (i.e., parity scores involving the permutation test) on Regional Results reports only. Implemented code to correct the error and re-ran results for Dec 01 forward. Impact is a slight improvement to parity results generally.	R	R	R	R	>							
PO-8 & PO-9	All Applicable Products	As a result of internal analysis, identified that for the Central Region (SOPAD) edits would push the original due date to the next chronological year if the order was typed into SOPAD <u>after</u> the original due date. Implemented programming to change the data source to IDR and use integrated dates for the due date, completion date and application date. Implemented programming to apply the correct year to the original due date. This phenomenon was observed primarily in Retail results and was caused by delayed typing of service orders. The impact of this change is minimal. Jul - Nov 01 results were rerun on the Apr 01 - Mar 02 report.	R	>										
PO-8 & PO-9	All Applicable Products	As a result of internal analysis, implemented new Common Exclusion for records with integrated completion dates greater than the reporting month, as permitted by the existing PID exclusion, "Records with invalid completion dates."		>										
PO-8 & PO-9	All Applicable Products	With the release of Feb 02 results, the JEOP.sas code was modified to use the DUE_DATE instead of SODD field. The DUE_DATE field holds the INTORGDD or the INTORGDD minus one year. Internal analysis identified that twice in the code the SODD was not replaced with DUE_DATE. Implemented programming to ensure all instances of SODD were modified to the use of DUE_DATE field. The impact of this change is minimal.	R	R	>									
PO-8 & PO-9	All Applicable	In response to Observation 2080 issued in the ROC 271 OSS	R	R	>									

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PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
	Products	Functionality Test, implemented programming to count Saturday as a Business day for Residence Resale and Retail calculations. The impact of this change is estimated to be minor, although it cannot be quantified precisely, due to other changes affecting the same results.												
PO-8 & PO-9	All Applicable Products	As a result of internal analysis, identified a problem where the programming logic adjusts the year of the due date when it is obviously wrong by subtracting one year. If the logic attempts to subtract one year from the date February 29 in a leap year, the code errors because February 29 in the prior year does not exist. Changed programming to move date to Feb-28 of the prior year if February 29 is encountered in this situation. This change does not impact results.	R	R	>									
PO-8 & PO-9	All Applicable Products	In the course of continuous improvement efforts, determined that customer miss code "C09" should be added to the "MISS_CD" table. (C09 is used on an order or orders related to an order coded with a customer miss) The impact of this change is minimal.								>				
PO-8 & PO-9	All Applicable Products	As a result of internal review, discovered and corrected a problem with the JEOPFLAG derivation in RSOR Ad Hoc. The impact of this change is minimal.										>		
PO-8 & PO-9	UNE-P (POTS)	Implemented programming to remove UNE-P (Centrex 21) from the UNE-P (POTS) reporting. UNE-P (Centrex 21) has characteristics different than POTS services that make it inappropriate to include with UNE-P (POTS). The impact of this change is minimal.	R	R	R	>								
PO-8, PO-9 & PO-15	All Applicable Products Except LIS Trunks, E-911, UDIT DS1, UDIT Above DS1, Dark Fiber and EELS	As a result of internal analysis prompted by CLEC questioning of Resale activity in Colorado, discovered certain orders for LIS Trunk facilities were inaccurately being reported as Resale. Implemented programming to not report records where there is a 'D' or 'V' in the 5 <sup>th</sup> position of the MCN, and no valid RSID/ZSID is found. <b>The impact of this change is significant.</b>	R	>										
PO-8A, B & D PO-9A, B & D	Unbundled Loops	As a result of internal analysis, implemented programming to exclude Conditioned Loop records that have a customer-initiated due date change under the customer-reasons exclusion, consistent with PO-8 and 9 being based on original due dates. The impact of this change is minimal.											>	
PO-8C & -9C	• LIS Trunks	As a result of internal analysis, determined JEPC.sas was not	R	R	>									

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		pulling retail LIS TRUNK records from RSOR. Prior to the cross-data source common exclusion number implementation, the d_except for this error was 7. After the implementation, the d_except was 6. The JEPC.sas code, however, was not modified to reflect this change. Implemented programming to correct the sequence for Common Exclusion numbering for JEPC. The impact of this change is minimal.												
PO-8C, PO-9C & PO-15	All Applicable Products	Per a KPMG retest, modified programming to exclude orders with entry date to application date interval of greater than 31 days or less than negative three days. (Previously, intervals of less than negative one day were excluded, which could not properly account for orders started on a Saturday or Sunday, but which were not entered into the system until the following Monday. This is a measurement process detail that remains PID compliant.) The impact of this change is minimal.	R	R	R	>								
PO-9B	Unbundled Loops	Internal analysis determined that service orders issued for billing-only were being included in reporting whereas they should be excluded. Implemented programming change to identify and exclude billing-only orders from reporting. The impact of this change is minimal.							>					
PO-9B & C	Unbundled Loops, LIS Trunks	In the course of continuous improvement, enhanced programming to use "KIR" field along with "SOMC" data to determine customer miss. <b>The impact of this change is significant for Unbundled Loops.</b>								>				
PO-10	N/A	Internal analysis determined KBI system data had been inadvertently dropped from reporting effective August 12, 2002. Recovered missing data for Aug 02 and restated results on the Oct 01 - Sep 02 Report. This change increases volumes, but does not change results.								X				
PO-15	N/A	Implemented the following items to align programming with those changes impacting OP-3, OP-4, OP-6, and OP-15 since 8/01 release: Exclusion of 'Features Only' orders; Exclusion of 'PIC Change Only' orders; Use only 'I' and 'T' action codes in determination of inward activity; Exclusion of Line Sharing order for billing only utilizing sales code for determination of Retail billing account establishment. These changes were committed to for PO-	>											

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		15 but not yet implemented until now (see Note 1 in ROC 4.0 PID).												
PO-15	N/A	Implemented programming to add two "KIR" codes (C59 and C67) to MISS_CD Table to use in conjunction with due date changes to determine applicable due date.	>											
PO-15	N/A	As a result of internal analysis, discovered common exclusion 37 was inadvertently removed from the DDCH code when the FCC exclusion number changes were implemented in Jan 02. The exclusion flags records that have an application date after the reporting month. Implemented programming to put common exclusion 37 back into DDCH code. The impact of this change is minimal.	R	R	>									
PO-15	N/A	As a result of internal analysis, determined the exclusion for official services was not implemented as required in the PID. Implemented programming to add the exclusion. The impact of this change is estimated to be minimal, but cannot be quantified precisely due to impacts of other changes affecting the same results.			>									
PO-15	N/A	Internal analysis identified a change in mid June as to what systems would allow Due Date changes. Implemented programming to include the new systems. There is no impact to reporting.						R	>					
PO-16	N/A	In connection with OSS test and audit activities, identified problems with data files used for Nov 01 - Feb 02 results. The problems have been corrected going forward. Corrected files were used to restate results for affected months. <b>The impact of this change is significant, resulting in more accurate results.</b>	R	R										
PO-16	N/A	As a result of internal analysis, found problem with data files for Dec 01, Jan 02, and Mar 02 in conjunction with recent approved PID revisions/clarifications. Reran results to be consistent with new PID language. <b>The impact of this change is significant.</b>	R		R									
PO-19	N/A	Implemented 95% benchmark per the TAG impasse resolution.			>									
PO-19A & PO-19B	N/A	Implemented Arizona TAG-approved disaggregated reporting of PO-19A and PO-19B. PO-19A is the same as PO-19 in the 14-State PID, and PO-19B is provided as approved by the Arizona TAG as additional information in reports for other states. (See Measurements Addendum for list of explanations for PO-19B transactions with acceptable differences.)							>					

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OP-2	N/A	Internal analysis determined that the files conveying call data to the measurement reporting system should be modified to include Centrex calls from the Minnesota call center, to align with change in the center handling such calls. The impact of this change is minimal.	R	R	R	R	R	R	R	>				
OP-3D & E	E911/911 Trunks	As a result of internal analysis, discovered that Sep 02 volumes were calculated incorrectly on Oct 01 - Sep 02 report. Modified programming to correct error. This change does not impact overall results for OP-3D. The overall CLEC result for OP-3E changes from 100% to blank because the volume changes to zero. The overall Retail result for OP-3E changes from 100% to 0% because the numerator changes to zero.									R	>		
OP-3 & -4	<ul style="list-style-type: none"> <li>Shared Loop/Line Sharing</li> <li>Unbundled Loops with Conditioning</li> </ul>	Implemented programming to reclassify Line Sharing orders that require Loop Conditioning in the PID category for Loops with Conditioning.	>											
OP-3 & -4	Unbundled Loops with Conditioning	As a result of internal analysis, results are withheld from reporting pending further analysis on interval requirements. Resumption of reporting is planned with the May 01 - Apr 02 report.		X	X									
OP-3 & -4	Unbundled Loops with Conditioning	As a result of internal analysis and, as reported in the TAG, determine Unbundled Loops with conditioning volumes were being over-reported due to usage of the USOC to dispatch and not necessarily to identify actual conditioning work. Implemented programming to identify and report loops actually conditioned using data from TIRKS, WFAC, RTT and Line Level Data. <b>The impact of this change is significant.</b>	R	R	R	>								
OP-3 & -4	Unbundled Loops	Implemented programming to improve the counting of exclusions for Unbundled Loops with Conditioning. With this improvement, the exclusion counts for other Unbundled Loop products will decrease. This improvement has no impact on results.										>		
OP-3, -4 & -6	E911/911	As a results of internal analysis, discovered that because E911 is reported at the order level but gathered in TIRKS at the item level, there are circumstances where one item may be canceled while the others complete, which can cause an invalid missed code to be	R	>										

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		used in calculating results. Implemented programming to read all item levels and exclude the missed code assigned to canceled items from the calculation of results. <b>The impact to reported results is significant due to low volumes reported.</b>												
OP-3, -4 & -6	Dark Fiber	As a result of internal analysis, implemented programming to identify and exclude “reservation” orders for Dark Fiber, as such are not inward activity and are thus not eligible for inclusion in the measurements. The impact of this change is minimal.	R	>										
OP-3, -4 & -6	Dark Fiber	As a result of internal analysis, discovered customer-caused misses were not being excluded from Dark Fiber results. Modified programming to exclude customer-caused misses. The impact of this change is minimal.	R	>										
OP-3, -4 & -6	All Designed Products	As a result of internal analysis, implemented programming to determine the reason for misses on all Designed products by using the WFA field identified in IDR as WIDDMFC. (Dark Fiber and E-911 previously used the TIRKS MFC and other Designed products used SOMC.) <b>The impact to reported results for E-911 and Dark Fiber is proportionally significant due to low volumes.</b>		>										
OP-3, -4 & -6	All Applicable Products	Per a KPMG retest, modified programming to exclude orders with entry date to application date interval of greater than 31 days or less than negative three days. (Previously, intervals of less than negative one day were excluded. This change allows for orders started on a Saturday or Sunday, but are not entered into the system until the following Monday.) The impact of this change is minimal.	R	R	R	>								
OP-3, -4 & 6	All Applicable Products	As a continuous improvement item, implemented a change to add customer miss codes “SI” and “HD” to Applicable Due Date programming, which determines whether a due date change is customer- or Qwest-caused. The impact of this change is minimal.							>					
OP-3, -4 & 6	All Applicable Products	As a continuous improvement item, implemented programming to use the MCN to determine the CLEC identity if both the RSID and ZSID are populated. The impact of this change is minimal.										>		
OP-3, -4 & -15	Shared Loop/Line Sharing	As a continuous improvement item, enhanced programming to better determine the “Applicable Due Date,” by including customer miss codes “SI,” “SP,” “SL,” and “SO” in determining where the first miss code was “CF.” The impact of this change is minimal.							>					

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
OP-3, -4 & -15	Dark Fiber	Due to a process change in identifying Dark Fiber orders in TIRKS, modified RSOR programming to continue to properly capture these orders in reporting. The impact of this change is minimal.							>					
OP-3, -4 & -15	E911	As a continuous improvement step, implemented programming change to make use of a recently employed ability to derive the Applicable Due Date from TIRKS. The impact of this change on results is minimal.									>			
OP-3, -4, -5 & -6	UNE-P (POTS)	As a result of internal analysis, found that UNE-P orders with an MCN identification of USW were being reported as Retail in error. Implemented programming to default <u>all</u> UNE-P to Wholesale. This is related to an issue identified during an audit where MCN identification was unknown on certain UNE-P USOCs. At that time Qwest defaulted all UNE-P with the unknown MCN to Wholesale, but was not aware that some USOCs were picking up the Retail MCN. This impact of this change is minimal.	>											
OP-3, -4, -5 & -6	Unbundled Loops, Shared Loop/Line Sharing	As a result of internal analysis, identified that some service orders with the Unbundled Loop Class of Service had been mis-identified as Unbundled Loop (Design Product) when they were Shared Distribution Loop (Non-Designed). Changed the product name of USOCs "UDS" and "UDSNN" to "UBL_SHARED." Added USOCs "UDSNL" and "UDSNZ" to the USOC Table with product name 'Shared Loop.' The impact of this change is minimal.						>						
OP-3, -4, -5 & -6	All Applicable Products	As a result of internal analysis, added the Integrated Revised Due Date (Applicable Due Date) to the determination of Exclusion Type 16. The impact of this change is minimal.						>						
OP-3, -4, -6 & -15	All Applicable Products	Implemented programming to add two "KIR" codes (C59 and C67) to MISS_CD Table to use in conjunction with due date changes to determine applicable due date.	>											
OP-3, -4, -6 & -15	All Applicable Products	As a result of Observation 2080, implemented the following changes related to counting Saturday as a business day in measurement programming: <ul style="list-style-type: none"> <li>Modified code to count Saturday as a business day if the original due date or any subsequent due date is a Saturday.</li> <li>Modified code to not count a holiday as a Business Day.</li> <li>For UNE-STAR, modified code to use the original product (Business, Centrex, Centrex 21) to identify product reporting</li> </ul>	R	R	>									

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		category.												
OP-3, -4, -6 & -15	All Applicable Products	Internal analysis determined the following codes should be removed from the miss code table because they have been discontinued: D17, D18, D19, D20, F19, F20, H17, H19, J19, and J20. This change does not impact results.								>				
OP-3, -4, -6 & -15	All Applicable Products	As table maintenance, added the following codes to the miss code table as Qwest facility miss reasons: B18, G18, B20, K43, K44, K45, K46, K47, K48, K49, G14, B14, F14, E14, I14, K14, K08, K09, K10, K11, K15, K16, and K22. The impact of this change is minimal.								>				
OP-3, -4, -6 & -15	All Applicable Products	Implemented programming to insure the exception variable (d_except) keeps the first exception found (For example, whenever an exclusion is set to a non-zero number, the current exclusion on that record should equal to zero, i.e. d_except = 0). This change is for programming efficiency and does not impact results.									>			
OP-3, -4, -6 & -15	All Applicable Products	As a result of internal review, identified specific situation where PANS does not capture the cancelled (CA) miss code in the miss function code field (SFMC) of the "BCSUP" data sets in RSOR. Implemented programming fix so that, if SFMC is "CA" and subsequent date (SFSD) is "02FEB02" or "03MAR03," this supplement is passed by and the next supplement is used to derive Applicable Due Date. ("02FEB02" and "03MAR03" are "Zero Due Dates.") The impact of this change is minimal.										>		
OP-3, -4, -6 & -15	All Applicable Products	Implemented programming updates to ensure accurate reporting for 2003 holidays. This change does not impact results.												>
OP-3, -4, -6 & -15	LIS Trunks	Internal analysis found that, because Feature Group D records do not have the traditional "in" and "out" USOCs, programming erroneously picked up and reported outward activity. Implemented programming to bring INTACTVY from IDR to the PEND and RSOR data set to be used to exclude Feature Group D outward activity. <b>The impact of this change is significant.</b>	R	>										
OP-3, -4, -6 & -15	UNE-P (POTS)	As a result of internal analysis, found the UNE-P (POTS) aggregation inaccurately included performance results for UNE-P DSS and UNE-P PRI, which are not POTS. Implemented programming to omit these from reporting. The impact of this change is minimal.	>											



Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
OP-3, -4, -6 & -15	Shared Loop/Line Sharing	As a result of internal analysis, implemented improvement to exclude orders that show disconnect 'C' activity and 'T' and 'O' activity to move another line to main telephone status, consistent with PID focus on inward line activity. The impact of this change is minimal.					>							
OP-3, -4, -6 & -15	Unbundled Loop	As a result of internal analysis, implemented programming to exclude Unbundled Loop orders that are billing-only [Class of Service (SOCS = 'XBMXN') and Inward USOC ('LSD')]. The impact of this change is minimal.	R	R	R	R	>							
OP-3, -4, -6 & -15	EEL	Internal analysis determined that service orders issued for billing-only were being included in reporting when they should be excluded. Implemented programming change to identify and exclude billing-only orders from reporting. The impact of this change is minimal.							>					
OP-3, -4, -6 & -15	<ul style="list-style-type: none"> <li>UDIT-DS1 Level</li> <li>UDIT-Above DS1 Level</li> </ul>	As a result of internal analysis, identified orders for E-UDIT. Added USOCs U1NO1, U1O3N, U1OPN, U1OQN and U1ORN to the product table for reporting under UDIT-DS1 Level or UDIT-Above DS1 Level. The impact of this change is minimal.							>					
OP-3, -4, -6 & -15	UNE-P Centrex	Internal analysis identified that UNE-P Centrex should be added to the interval table with an interval of 10 days, in conjunction with the identification of USOC "RHCXX" as UNE-P Centrex, rather than as Centrex, in the product table. The impact of this change is minimal (e.g., one order in Jul 02).								>				
OP-3, -4, -6 & -15	<ul style="list-style-type: none"> <li>Centrex</li> <li>Basic ISDN</li> </ul>	As a result of internal analysis, implemented programming to recognize all Centrex Basic ISDN as Basic ISDN, consistent with provisioning for this variety of Centrex conforming to Basic ISDN, rather than to non-ISDN Centrex. This change does not impact results.											>	
OP-3, -4, -5, -6 & -15	All Applicable Products	As a result of internal analysis, removed from the list of valid exclusions for PICX changes one USOC incorrectly included with programming changes in the 8/01 release. This impact of this change is minimal.	>											
OP-3, -4, -5, -6 & -15	All Applicable Products	As a result of internal analysis, implemented new Common Exclusion for records with integrated completion dates greater than the reporting month, as permitted by the existing PID exclusion, "Records without valid due dates or application dates."		>										

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
OP-3, -4, -5, -6 & -15	All Applicable Products	For ease of future analysis, implemented programming change to populate the "FLWTHR" (flow-through) variable in the RSOR adhoc data whenever there is a match between an LSR and an order. (Previously, this variable was populated only when an LSR arrived after hours.) This change does not impact results.									>			
OP-3, -4, -5, -6 & -15	Shared Loop/Line Sharing	Implemented programming to differentiate between the Line Sharing and Line Splitting products. Omitted Line Splitting from results reported for Line Sharing. The impact of this change is minimal.	>											
OP-3, -4, -5, -6 & -15	All Applicable Products Except LIS Trunks, E-911, UDIT DS1, UDIT Above DS1, Dark Fiber and EELS	As a result of internal analysis prompted by CLEC questioning of Resale activity in Colorado, discovered certain orders for LIS Trunk facilities were inaccurately being reported as Resale. Implemented programming to not report records where there is a 'D' or 'V' in the 5 <sup>th</sup> position of the MCN, and no valid RSID/ZSID is found. <b>The impact of this change is significant.</b>	R	>										
OP-3, -4, -5, -6 & -15	Unbundled Loop: DS1-Capable & Non-loaded - 4 Wire	Added two new classes of service for Unbundled DS1 Capable Loop (XUH1N) and Unbundled Non-loaded Loop - 4 Wire (XLO4N) to the Product Table.				>								
OP-3, -4, -5, -6 & -15	UNE-P (POTS)	Implemented programming to remove UNE-P (Centrex 21) from the UNE-P (POTS) reporting. UNE-P (Centrex 21) has characteristics different than POTS services that make it inappropriate to include with UNE-P (POTS). The impact of this change is minimal.	R	R	R	>								
OP-3, -4, -5, -6 & -15	UNE-P (Centrex 21)	Implemented programming to report UNE-P CTX21 as a separate product, per recently approved PID addition.	R	R	R	R	>							
OP-3, -4, -5, -6 & -15	LIS Trunks Dark Fiber-IOF Dark Fiber-Loops E911/911 Trunks	Internal analysis found that some orders that do not have a match to TIRKS data were incorrectly defaulting to a non-designed designation. Implemented programming change to remove this default to improve determination of the designed/non-designed classification. The impact of this change is minimal.							>					
OP-3, -4, -5, -6 & -15	Unbundled Loop	Internal analysis determined that, under current processes, all Unbundled Loops should be designated as designed. Implemented programming insure that all Unbundled Loops are classified as designed. The impact of this change is minimal.							>					
OP-3, -4, -5, -6 & -15	Centrex UNE-P Centrex	Internal analysis found that class of service "RHCXX" was incorrectly identified as Centrex instead of UNE-P (Centrex) in the							>					

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		product table. Corrected the table. The impact of this change is minimal.												
OP-3, -4, -5, -6 & -15	Centrex, Basic ISDN	Internal analysis determined the 1FM2X, 1FMUX, 1FMJX, 1FMDX, and 1FMYX classes of service for Centrex were incorrectly listed as Basic ISDN in the product table. <b>The impact of this change is significant, in terms of volume, on the retail comparatives for Resale Centrex and Resale Basic ISDN.</b>								>				
OP-3, -4, -5, -6 & -15	Dark Fiber	Implemented programming change to use RSOR instead of TIRKS as data source for reporting Dark Fiber now that all such orders are entered as service orders. The impact of this change on results is minimal.									>			
OP-3, -4, -5, -6 & -15	Dark Fiber	As a result of internal analysis, added three Dark Fiber classes of service to Product Table: UBN1X (UDF-IOF); XUHDX (UDF-LOOP); and UBN2X (EDF-E). The impact of this change is minimal.									>			
OP-3, -4, -5, -6 & -15	Dark Fiber	As a result of internal review, determined that all Dark Fiber 'N' type orders are to set up billing only in IABS and should be excluded from results. Modified programming to implement exclusion. This change has minimal impact on results.										>		
OP-4	All Applicable Products	Implemented programming to exclude ICB orders as identified by the "B" in the 2 <sup>nd</sup> position of the SPO FID. The impact of this change is minimal.	>											
OP-4	All Applicable Products	Internal analysis found in some instances OP-4 programming was inappropriately counting an extra interval day on orders with a Saturday or Sunday Application Date that did not complete on the same day. Implemented programming to correct this issue. The impact of this change is minimal.	R	>										
OP-4	All Applicable Products	As a result of internal analysis, identified KIR Codes D50, D51 and D75 were incorrectly coded as exceptions. Implemented programming to remove. The impact of this change is minimal.	R	R	>									
OP-4	All Applicable Products	As a result of internal analysis, discovered code problem with "application date" where OFF_BUS interval was not calculated correctly where the service order application date was on a Saturday or Sunday. ("OFF_BUS" is the offered business day interval.) Implemented programming so that, if the application date is Saturday or Sunday, one day is subtracted from the OP-4	R	R	>									

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		interval. Also, for all products except OP-4C RES, if the application date is Saturday or Sunday, one day is subtracted from OFF_BUS, if OFF_BUS is greater than zero. For OP-4C RES, if the application date is Sunday, subtract one day from OFF_BUS if OFF_BUS is greater than zero. The impact of this change is estimated to be minor, although it cannot be quantified precisely, due to other changes affecting the same results.												
OP-4	All Applicable Products	As a result of internal analysis, discovered that, where it is the first time for the customer to change due date/miss due date, and the new subsequent due date is less than the previous subsequent due date, the days delayed by the customer were not calculated correctly. Implemented programming to correct. The impact of this change is minimal.	R	R	>									
OP-4	All Applicable Products	As a result of internal analysis, identified need to modify programming to remove the customer delay subtraction from interval calculations, where the customer requests a due date change that brings it back earlier than the original due date. The impact of this change is minimal.	R	R	>									
OP-4	All Applicable Products	As a result of internal analysis, implemented improvement to use LSR receipt date and time from CRM to more accurately determine the application date and time to be used in calculating and reporting results, in response to issues raised in OSS Test. The impact of this change is minimal.	R	R	R	R	>							
OP-4	All Applicable Products	Internal analysis determined that reference to “ADSR” is not needed for determination of longer-than-standard interval. Implemented programming change to remove this reference. The impact of this change is minimal.							>					
OP-4	All Applicable Products	Updated programming to assign day zero to the next business day if a service order has a Saturday application date, in order to keep measurement treatment of wholesale app dates in line with treatment of retail app dates (where retail centers have begun to open on Saturdays, but to use the next business day as day zero for interval purposes). The impact of this change is minimal, but necessary to maintain alignment with measured processes, as explained.											>	
OP-4C	Residence &	Internal analysis found the standard interval table for Colorado	R	>										

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
	Business	Retail Non-Dispatch Residence and Business orders was set at 2 days instead of the 3 days shown in the Standard Interval Guide. This caused orders to be erroneously excluded as longer than standard interval. Programming was modified resulting in a significant increase in volumes, <b>materially impacting Colorado Retail Residence and Business results.</b>												
OP-4C, OP-6A-3, OP-6B-3 & OP-15A	All Applicable Products	In response to Observation 2080 issued in the Functionality Test, implemented minor programming change to count Saturday as a regular Business day for non-dispatched Residence Resale and Retail due date interval calculations. For the OP-4C longer than standard interval determination, Saturday is only counted if the central office associated with the order is 'manned' based on the Exchange Information table utilized by Wholesale and Retail Reps in the interval offering process. Saturday had previously been counted in the interval calculation only when the order completed on a Saturday. <b>The impact of this change is significant for OP-4C.</b>	R	>										
OP-4, -6 & -15A	All Applicable Products (Regional Report Only)	Internal analysis identified an error in the code that calculates the parity score for measurements reported as intervals with volumes of 100 or less (i.e., parity scores involving the permutation test) on Regional Results reports only. Implemented code to correct the error and re-ran results for Dec 01 forward. Impact is a slight improvement to parity results generally.	R	R	R	R	>							
OP-4 & -15	All Applicable Products	As a result of internal analysis, implemented programming that further improves accuracy of assigning measured records to the correct market unit. The impact of this change is minimal.	R	R	R	R	>							
OP-4, -5, -6 & -15	All Applicable Products	During internal analysis determined activity for certain Qwest-initiated Central Office switch conversions was erroneously being included in performance results. These conversions use "C" and "T" action codes but have no actual inward line activity work completed. Implemented programming to identify and exclude activity for Central Office switch conversions. The impact of this change is minimal.	R	>										
OP-5	All Applicable Products	<b>As committed in its response (dated 11 Nov 02, pp 4-5) to the Arizona OP-5 data reconciliation, Qwest developed programming to remove reliance upon LMOS data as the method for identifying new service installation trouble reports</b>											R	>

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		that should be included in the measurement and to link trouble tickets counted in the numerator with trouble tickets in the denominator. At the time of first publication of Dec 01 – Nov 02 results, Qwest had not yet completed the data validation process associated with this improvement. Accordingly, in the results reports dated December 20, 2002, OP-5 results for the 12 months of this report are based on the pre-improvement OP-5 code. In the report of Jan 02 through Dec 02 results, OP-5 results for Nov 02 are based on the improved code. Impact on results is minimal.												
OP-6A	All Applicable Products	As a result of internal analysis, discovered with the implementation of "current due date" a code anomaly was causing OP-6A volumes to be out of sync OP-3, which should be the same. Implemented programming to correct. The impact of this change is estimated to be minor, although it cannot be quantified precisely, due to other changes affecting the same results.	R	R	>									
OP-6A	All Applicable Products	As a result of a PID revision, implemented programming to add exclusion for orders affected only by delays that are solely for customer and/or CLEC reasons, which eliminates results with a zero in the numerator. The impact of this change is minimal.	R	R	R	R	>							
OP-6A & -6B	All Applicable Products	As a continuous improvement item, modified programming to better identify facility and non-facility characteristics where the derived miss code field (INTREVMC) is blank. The impact of this improvement is minimal.										>		
OP-7 & OP-13	All Unbundled Loops	Implemented programming to fully automate reporting.	>											
OP-7 & OP-13	All Unbundled Loops	Internal analysis determined the keep statement in the "Re-Run From Detail" portion of the coordinated cut code referenced a "latetime" variable not found anywhere else in the code. Removed the latetime variable from the keep statement. This change does not impact results.								>				
OP-8	N/A	Implemented programming to use a new NPANNXSW table in the calculation of results. This table is used to identify certain exchanges with multiple switches and more accurately identify those excludable records where triggers cannot be set due to switch capabilities, in compliance with the PID.	>											

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
OP-8	N/A	With the mechanization of OP-13 reporting, a new field was added to that data set to identify a new appointment time provided by the CLEC. This new field is used in OP-8 to determine if the trigger was set prior to the start of the coordinated cut. The impact of this change is minimal.	>											
OP-8	N/A	As a result of internal analysis, identified and corrected error in manually collected data for triggers not automatically set. The impact of this change is significant for Nebraska Jan 02 results.	R	>										
OP-8	N/A	As a result of internal analysis, implemented programming to exclude records for product and equipment types – VTLMX (Anywhere Voice Mail) in all equipment types and NDN, NHN, NGS, ND4 in DMS 10 switches only (DID) – where Qwest is unable to set triggers. The impact of this change is minimal.			>									
OP-8	N/A	Implemented mechanized reporting.					>							
OP-8	N/A	As a result of internal analysis, identified and corrected minor problem with the programming code for mechanized reporting. The impact of this change is minimal.					R	>						
OP-8	N/A	Internal analysis found that, in cases where there were triggers previously set on DID reflecting multiple records in the “APRIL” system, the code could select the incorrect record for reporting. Implemented programming change to select the next to the last record instead of the last record for reporting. The impact of this change is minimal.							>					
OP-8	N/A	As a result of internal analysis, updated the SPID Table (used for CLEC identification) to add new detail for CLEC-specific results. This change does not impact aggregate results.									>			
OP-8	N/A	Updated programming to include new field, which was recently made available from QCCC processing of coordinated hot cuts, that provides related D order number. This helps confirm the match of trigger data to hot cut data for purposes of bucketing data between OP-8B and OP-8C. The impact of this change on parity conclusions is minimal.												>
OP-8B	N/A	As a result of internal analysis, discovered over counting in situations where there is a completed order and a canceled order related to the same customer and service in the reporting period. Implemented programming to correct. The impact of this change is					>							

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		minimal.												
OP-8 & OP-13	N/A	Apr 02 results (only) were affected by errors caused when the code for these measurements was moved from one server to another. Programming was corrected and re-run for Apr 02 results in the Jun 01-May 02 report.				X								
OP-8 & OP-17	LNP	As a result of internal analysis, discovered the potential to erroneously exclude records from the TRIG data set used for calculating OP-17 results. Prior programming used the common exclusion list originally developed for OP-8 in the TRIG data set. Since TRIG is now used to calculate results for OP-17, MR-11 and MR-12, the list of common exclusions should not be unique to OP-8. Removed Type 7, Type 9, and Type 13 from the list of common exclusions to be used as PID-specific exclusions applicable to OP-8 only. The impact of this change is minimal.	R	>										
OP-15	All Applicable Products	As a result of internal analysis, identified programming problem where records completed during the first few days of the month following the reporting month were reported as completed instead of pending. Implemented programming to accurately identify and report those records as pending in the reporting month. (This change was effective with the Feb 01 - Jan 02 report. Dec 01 results were rerun on the Apr 01 - Mar 02 report.)	>											
OP-15	All Applicable Products	As a result of Observation 1038, implemented programming to use the ssrefdt field in the supplementary data file in order to capture in the pending file those orders, which are canceled after the last day of the reporting month. The impact of this change is minimal.	R	R	R	>								
OP-15	All Applicable Products	As a result of an internal clean-up effort, identified old orders on record reflected in results that were in fact previously cancelled or completed. Removed orders from results. The impact of this change affects volumes, but with only a minimal impact on results.									>			
OP-17	LNP	As a result of a Liberty interview, implemented programming to appropriately exclude canceled orders as identified in trig.sas if the ORDSTA field is equal to "CA" or "CN." The impact of this change on results is minimal.	R	R	>									
OP-17	LNP	As a result of internal analysis, implemented programming to exclude LNP requests that do not involve automatic triggers per the PID. The impact of this change is minimal.	R	R	R	>								



Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
OP-17A & B	LNP	Implemented programming to disaggregate OP-17 to OP-17A (which is the same as the prior OP-17 measurement) and OP-17B (which applies the measurement to situations involving untimely request for delay of disconnection) per a TAG-approved PID change.	R	R	R	>								
OP-17	LNP	As a result of internal analysis and the Liberty re-audit, incorporated Call Center data with reporting. The impact of this change is minimal.						>						
OP-17	LNP	As a result of internal analysis, modified programming to ensure all LNP orders remain properly eligible for reporting following OP-8 refinements that affected inputs to OP-17. Because the OP-8 change affected May 02 results and forward, OP-17 results were also re-run from that point forward. The impact of this change is minimal.					R	R	R	>				
OP-17	LNP	As part of continuous improvement, implemented programming change to use new field to flag "CLEC error" to better identify orders not eligible for reporting. The impact of this change on result is minimal.									>			
OP-17	LNP	As a result of internal analysis, modified programming to determine the record type from TRIG instead of HOTCUT to avoid the possibility of capturing for reporting non-LNP related orders from the HOT CUT data set. This change does not impact results.									>			
MR-3, -4, -6, -7, & -9	All Applicable Products	As a result of internal analysis, implemented programming that further improves accuracy of assigning measured records to the correct market unit. The impact of this change is minimal.	R	R	R	R	>							
MR-3, -4, -6, -7, -8, -9 & -10	UNE-P (POTS)	As a result of internal analysis, found the UNE-P (POTS) aggregation inaccurately included performance results for UNE-P DSS and UNE-P PRI, which are not POTS. Implemented programming to omit these from reporting. The impact of this change is minimal.	R	>										
MR-3, -4, -6, -7, -8, -9 & -10	UNE-P (POTS)	Implemented programming to remove UNE-P (Centrex 21) from the UNE-P (POTS) reporting. UNE-P (Centrex 21) has characteristics different than POTS services that make it inappropriate to include with UNE-P (POTS). The impact of this change is minimal.	R	R	R	>								
MR-3, -4, -6, -7, -8, -9 & -10	UNE-P (Centrex 21)	Implemented programming to report UNE-P CTX21 as a separate product, per recently approved PID addition.	R	R	R	R	>							

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
MR-3, -4, -6, -7, -8, & -10	UNE-P (Centrex)	As part of continuous improvement, implemented programming change to identify all "RHCXX" classes of service as UNE-P (Centrex) in order to better define the product. The impact of this change is minimal. (See note immediately below.)									>			
MR-3, -4, -6, -7, -8, & -10	UNE-P (Centrex)	Internal review determined that the programming change noted immediately above to identify all "RHCXX" classes of service as UNE-P (Centrex) was implemented for the denominator only. Implemented programming change for the numerator. The impact of this change is minimal.									R	>		
MR-3, -4, -6, -7, -8, & -10	All Applicable Products	For the purpose of data analysis, modified programming to define CAT=6 and EXCL=1 as d_except=21. This change does not impact results.										>		
MR-3, -4, -6, -7, -8, & -10	All Applicable Products	Implemented programming improvement to add new rerun flag to keep certain code changes from being applied to historical reruns. This change does not impact results.											>	
MR-3, -4, -5, -6, -7, -8, & -9	All Applicable Products	As a result of internal analysis, added customer caused disposition codes to the RRS MTAS program.	R	>										
MR-3, -4, -5, -6, -7, -8, & -9	All Applicable Products	In an ongoing effort to refine MCN data delivered from LMOS to MTAS, new files were delivered to PANS for reporting. This change decreases volumes, with the most significant impact to Business, PBX and Primary ISDN.		>										
MR-3, -4, -5, -6, -7, -8, & -9	Business	As a result of internal analysis, discovered some PAL orders issued with Business classes of services were being erroneously included in results. Implemented programming to identify records with a class of service code of "18" and exclude from reporting. <b>The impact of this change is significant.</b>	R	>										
MR-3, -4, -5, -6, -7, -8, & -9	All Applicable Products Except LIS Trunks, E-911, UDIT DS1, UDIT Above DS1, Dark Fiber and EELS	As a result of internal analysis prompted by CLEC questioning of Resale activity in Colorado, discovered certain orders for LIS Trunk facilities were inaccurately being reported as Resale. Implemented programming to not report records where there is a 'D' or 'V' in the 5 <sup>th</sup> position of the MCN, and no valid RSID/ZSID is found. <b>The impact of this change is significant.</b>	R	>										
MR-5, -6, -7, -8, & -10	Unbundled Loop: DS1-Capable & Non-loaded - 4 Wire	Added two new classes of service for Unbundled DS1 Capable Loop (XUH1N) and Unbundled Non-loaded Loop - 4 Wire (XLO4N) to the Product Table.				>								

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
MR-5, -6, -7, -8, & -10	DS3 and Higher; LIS Trunks	As a result of internal analysis, identified that some OC-3s had been identified as LIS Trunks due to the circuit identification containing the letters "JJ." The WFAC and WCNT data sets specify that LIS Trunks are identified by a "JJ" in the cktid (1,18). Changed requirements to identify LIS Trunks by a "JJ" in the cktid (12,7). The impact of this change is minimal.						>						
MR-6	All Applicable Products (Regional Report Only)	Internal analysis identified an error in the code that calculates the parity score for measurements reported as intervals with volumes of 100 or less (i.e., parity scores involving the permutation test) on Regional Results reports only. Implemented code to correct the error and re-ran results for Dec 01 forward. Impact is a slight improvement to parity results generally.	R	R	R	R	>							
MR-6, -7 & -8	Dark Fiber	Implemented programming to add new "TX XU" FID. There is no immediate impact from this change to results because there is currently no activity associated with this FID.									>			
MR-7	Shared Loop/Line Sharing	Implemented programming to report QWEST Retail DSL as the retail comparative per the PID (diagnostic in all but Arizona).		R	R	R	>							
MR-7	All Applicable Products	Implemented programming improvement to identify repeat reports based on more than one trouble ticket per circuit or telephone number instead of using WFAC and MTAS flags. The impact of this change is minimal.											>	
MR-7	All Applicable Products	As a result of internal analysis, implemented programming change to remove the Nov 2002 rerun flag from the mtas.sas and wfac.sas code to avoid unwarranted changes to historical results (i.e., where historical results are not the subject of a rerun). This change does not impact results.												>
MR-8	Feature Group D	As a result of internal analysis, modified programming for Feature Group D to map to "FTGD" and "FTG D" in addition to "FEAT GRP D." The impact of this change is minimal.										>		
MR-8	Feature Group D, UNE-P (Centrex)	As a result of internal analysis, modified programming to combine MTAS count and WFAC count in determining the denominator. The impact of the change is minimal										>		
MR-8	UNE-P (Centrex)	Internal analysis discovered that the denominator for this product did not changed Jul-Sep 02 on the Iowa, Minnesota, North Dakota and South Dakota reports. Revised data has been provided to PANS and results were re-run to incorporate these updates (no							R	R	R	>		

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		change required in programming code). The impact of this change is minimal.												
MR-8	UNE-P (Centrex)	As a result of internal analysis, determined that denominator volumes for Jul and Aug 02 were impacted by prior rerun to identify all "RHCXX" classes of service as UNE-P (Centrex). Reran results for numerator only on the Dec 01 - Nov 02 report. The impact of this change is minimal.							R	R				
MR-9	UNE-P Centrex, UNE-P Centrex 21	Review of the PID identified that reporting of these products is not required. Removed from reporting.								>				
MR-10	All Applicable Products	Reports in checklist format show the PID number in the measurement label as MR-12 instead of MR-10. The measurement name, "Customer and Non-Qwest Trouble Reports," and the results displayed are correct. Reports in PID format are correct. This error, which appeared in both the Table of Contents and the body of the reports, was corrected on the Apr 01 - Mar 02 reports.		X										
MR-11	LNP	As a result of Internal analysis, identified problem with the Business Requirements used for this measurement. The requirements stated the OOS from MTAS must be set to yes for inclusion of a record in the numerator. Since some of the records included in MR-11 originate in the LDDRT data for escalations and not MTAS, this logic was flawed. Revised requirements and programming to reflect that LDDRT originated records do not require the OOS flag. <b>The impact of this change is proportionally significant due to small volumes reported.</b>	R	>										
MR-11	LNP	As a result of internal analysis, modified programming to ensure all LNP orders remain properly eligible for reporting following OP-8 refinements that affected inputs to MR-11. Because the OP-8 change affected May 02 results and forward, MR-11 results were also re-run from that point forward. The impact of this change is minimal.					R	R	R	>				
MR-11A & 11B	LNP	Implemented programming to create two disaggregations of MR-11 under MR-11A (LNP Trouble Reports Cleared within 4 Hours) and MR-11B (LNP Trouble Reports Cleared within 48 Hours.) (Arizona reporting began with the Apr 01 - Mar 02 report.)	R	R	R	>								
MR-11	LNP	As a result of internal analysis and the Liberty re-audit, incorporated Call Center data with reporting. The impact of this change is						>						

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		minimal.												
MR-11B	LNP	To enhance clarity and completeness of display of results in the graphical reports, modified the performance results graph title to reflect 0-20 trouble reports (volumes 0-20) and the benchmark to reflect no more than 1 ticket cleared > 48 hours. This change does not impact results. The incorrect unit of measure shown as "Average Days" in the graph title will be corrected with the Jan - Dec 02 report.											>	
MR-11B	LNP	Implemented programming to report volumes greater than 20 trouble reports in separate graphic, to correspond with different benchmarks for volumes <=20 and >20. No results are reported due to no activity in this category.												>
MR-11 & MR-12	LNP	As a result of internal analysis, discovered the potential to erroneously exclude records from the TRIG data set used for calculating OP-17 results. Prior programming used the common exclusion list originally developed for OP-8 in the TRIG data set. Since TRIG is now used to calculate results for OP-17, MR-11 and MR-12, the list of common exclusions should not be unique to OP-8. Removed Type 7, Type 9, and Type 13 from the list of common exclusions to be used as PID-specific exclusions applicable to OP-8 only. The impact of this change is minimal.	R	>										
MR-11 & MR-12	LNP	As a result of a Liberty interview, implemented programming to appropriately exclude canceled orders as identified in trig.sas if the ORDSTA field is equal to "CA" or "CN." The impact of this change on results is minimal.	R	R	>									
MR-12	LNP	Reporting of this measurement was discontinued per a TAG-approved PID change.				>								
BI-1A	UNEs and Resale	Implemented programming to include category 11 records (Feature Group Access DUF) in reporting pursuant to a TAG-approved PID change.			>									
BI-1A	UNEs and Resale	As a result of internal analysis, discovered the category 11 (Feature Group Access DUF) file was duplicated for Mar 02 reporting, which has been corrected. <b>The impact of this change is significant.</b>			R									
BI-1A & BI-1C-1	UNEs and Resale	Internal analysis discovered that a number of category 11 records have not been included in CLEC results. Obtained updated files, which included the additional records. This change does not									R	>		

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		impact parity but does have a significant impact on CLEC volumes, regionally and for some states – in particular, Iowa. Others states with volume changes are Idaho, Minnesota, North Dakota, Nebraska, Oregon, South Dakota and Washington.												
BI-1A & BI-1C-1	UNEs and Resale	Restated May - Aug 02 results on the Dec 01 - Nov 02 report on the same basis as described in the note immediately above. This restatement does not change overall parity results at regional or state levels.					R	R	R	R				
BI-1C-1 BI-1C-2	UNEs and Resale	In compliance with previously approved PID changes, implemented disaggregated reporting of Category 10 (ODUF) and Category 11 (ADUF) records (BI-1C-1 and BI-1C-2 respectively), which are also reported in aggregate in BI-1A.						>						
BI-1C-1 BI-1C-2	UNEs and Resale	Internal analysis determined the identification of Category 10 and Category 11 records have been transposed in the measurement titles in reports. Corrected measurement titles in reports to reflect the proper category. This change does not impact results.								>				
BI-1B	Jointly-Provided Switched Access	Internal analysis identified a programming problem in MCAS (MCAS extracts data from CRIS and provides summary results to PANS for reporting) where summary results were calculated according to calendar days instead of business days. MCAS programming was modified to provide summary data calculated according to business days in compliance with the PID. The impact of this change is minimal.							>					
BI-2	UNEs and Resale	Included new CABS/BOSS-formatted bills in reporting using manual input file for Jul 02 results forward. An automated process to capture these bills is pending. The impact of this change is minimal.							>					
BI-3A	UNEs and Resale	As a result of internal analysis, found that OCC files added in the 12/01 release misidentified two ACNAs (MTN and MBU) as Wholesale. Revised programming to move the ACNAs to Retail reporting. The rerun also picks ups additional records added late to the source CRIS file. The impact of this change is significant.	>											
BI-3A	UNEs and Resale	As a result of internal analysis, changed RJ Qualifier 721 (MOOSA) on table from eligible to report in Adjustments for Errors to ineligible. The impact of this change is minimal.	R	>										
BI-3A (AZ)	UNEs and Resale	As a result of internal analysis, identified a revenue transfer from				R								

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		the BART billing system to CRIS was incorrectly shown as an adjustment for error. Implemented programming to remove this adjustment. Process improvements are now in place to prevent this from occurring in the future. <b>The impact of this change is significant.</b>												
BI-3A	UNEs and Resale	As a result of internal analysis, determined that certain adjustments, including those for rate rebalancing and cost dockets, should actually be captured for reporting as a net value instead of an absolute value. These type of adjustments are retroactive credits for incorrect amounts offset with retroactive debits for correct amounts. Reporting these as an absolute value incorrectly counts both the credit and the debit as separate adjustments for errors when only the difference, or net value, should be counted. Qwest discovered that due to an inadvertent programming error made while implementing this change, results for Jun 02 published in the Jul 01 - Jun 02 report omit these adjustments. Jun 02 results will be restated with the Aug 01 - Jul 02 report. An analysis of the currently published Jun 02 results compared to the corrected results to be restated shows of the 14 individual states, 12 should have no change in parity status. Washington State changes from "in-parity" to "out-of-parity." Nebraska changes from "out-of-parity" to "in-parity."						>						
BI-3A	UNEs and Resale	Restated Jun 02 results on the Aug 01 - Jun 02 report per the note above.						R						
BI-3A	UNEs and Resale	As a result of internal analysis, discovered PANS records were inadvertently deleted when the process date fell in a month prior to the journal month. Initiated programming change in PANS to correct problem. The impact of this change is minimal.			R		R	R	>					
BI-3A	UNEs and Resale	As a result of internal analysis, identified the need to adjust the portion of billed revenue associated with UNE-Star by the difference between revenue per the UNE-Star rate and revenue per the Resale rate for the product. (Per state and local agreements, UNE-Star products are initially billed at Resale rates and then adjusted manually to the UNE-Star rate.) The impact of this change on results is minimal, with no impact to parity.			R	R	R	R	R	R	R	R	>	
BI-3A	UNEs and Resale	As a result of internal analysis, added the adjustment reason code												>

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		"OOS" to table as an excludable adjustment for errors. This change has no immediate impact on results.												
BI-3A	UNEs and Resale	To improve programming efficiency, implemented change move Central Region OCC inclusion/exclusion logic from MCAS to PANS. This change does not impact results.												>
BI-3A	UNEs and Resale	Updated programming to reflect that, due to a CDW release, uncollectable adjustment data is being passed to PANS as of Dec 02. Implemented programming to add the "FACMNCD" variable in order to accurately identify and exclude uncollectable adjustments for reporting. This change does not impact results.												>
BI-3A & -4A	UNEs and Resale	As a result of internal analysis, discovered incorrect assumption in interpretation of the business requirements that all IABS records were to be designated as wholesale. In fact, Frame Relays are reported from IABS data and can be either wholesale or retail. Implemented programming to identify the correct designation for Frame Relay from IABS data by using the 5th position of the MCN where a "D" or "V" indicates a wholesale product. Otherwise, the product is designated retail. The impact of this change is minimal.	R	R	>									
BI-4A	UNEs and Resale	As a result of the re-interview with Liberty, determined programming logic used for setting met/missed flag on IABS originated records incorrectly used SOP posted and EBD dates instead of SOP completed and Bill ID dates. Revised programming. The impact of this change is minimal.	R	R	>									
BI-4A	UNEs and Resale	As a result of internal analysis, identified duplicate records where MCAS had sent both daily and month-end files to PANS. MCAS sent correct files to PANS to be pulled for reporting. Implemented mechanized enhancements to MCAS code for data going forward. <b>The impact of this change is significant.</b>	R	R	>									
BI-4A	UNEs and Resale (Central Region States)	As a result of internal analysis, determined the date represented as the SOP completion date was actually the CRIS entry date. Also identified the need to manually gather data on both the "in" and "out" sides of change-of-responsibility orders. Implemented necessary changes. The impact of these changes are minimal.	R	R	R	R	>							
BI-4A	UNEs and Resale (Eastern Region States)	As a result of internal analysis, determined the date represented as the SOP completion date was actually the CRIS entry date. Also identified the need to manually gather data on both the "in" and		R	R	R	>							



Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		"out" sides of change-of-responsibility orders. Implemented necessary changes. The impact of these changes are minimal.												
BI-4A	UNEs and Resale	Internal analysis determined some data from manual CR files was not included in Jun and Jul 02 results. Results are restated with corrected files on the Sep 01 - Aug 02 report. The Impact of this change is minimal.						R	R					
BI-4A	UNEs and Resale	Internal analysis identified and corrected an MCAS code issue that caused some records to be omitted. The Impact of this change is minimal.				R	R	R	R	>				
BI-4A	UNEs and Resale	Internal analysis determined the rerun of results on the Sep 01 - Aug 02 Report to corrected an MCAS code issue picked up incorrect data for Apr 02 results in the Eastern Region. Results are rerun on the Oct 01 - Sep 02 report with corrected data. The impact of this change is minimal, affecting only Apr 02 results as reported in the Sep 01 - Aug 02 report, with the exception of North Dakota where results for this measurement changed from a missed standard to a met.				X								
BI-4A	UNEs and Resale	Internal analysis determined an inadvertent programming error prevented manual change-of-responsibility files for Aug 02 from being incorporated into results on the Sep 01 - Aug 02 Report. Results are rerun on the Oct 01 - Sep 02 report with the files included. The impact of this change on results is minimal.								X				
DB-1 & -2	N/A	As a continuous improvement item, the Listing Services System (LSS) is being replaced by Directory Builder (DirBldr). The existing PANS file layout will be utilized, however, the file name and data content will change to reflect listing timeliness and accuracy data from the DirBldr system, and one additional file will be sent each month. Modified programming to read DirBldr instead of LLS. This change applies to the Eastern and Central Region States and does not impact results.										>		
DB-1 & -2	N/A	Implemented the change noted immediately above for the Western Region states with no impact to results.											>	
DB-1A	N/A	Internal analysis determined "Intrado" failed to manually delete "specials" prior to sending Jul 02 E911 data to PANS. Results are restated with corrected file on the Sep 01 - Aug 02 report. This correction impacts Idaho, Minnesota and Regional results. The							R					

Notes/Comments on the Qwest Report of January 2002 – December 2002 Regional Results														
PID Numbers	Products (if applicable)	Description of Note/Comment	J	F	M	A	M	J	J	A	S	O	N	D
		impact of this change is minimal.												
DB-1C	N/A	Implemented programming to fully automate reporting.	>											
NP-1	N/A	Implemented programming to fully automate reporting.	>											
CP-1, -2, -3 & -4	N/A	Implemented mechanized reporting.										>		

#### Explanation for Display of Statistics:

##### Percentage-type Measurements

- N/A is displayed when the statistic is not defined and cannot be calculated; i.e., there is no variance.
  - Z-score - N/A is displayed when all Qwest observations have the same value. Note that the Qwest standard deviation is not displayed on the report.
  - Parity score - N/A is displayed when all observations from both the CLEC and Qwest samples have the same value, e.g., both results are 100% or 0%. Note that this is a parity condition, however a parity score can't be calculated.
- A Blank is displayed when there are no data available on which to calculate the statistic.
  - If there are no CLEC data, the CLEC fields are blank, and the z-score and parity fields are blank.
  - If there are no Qwest data, the Qwest fields are blank, and the z-score and parity fields are blank.

##### Interval-type Measurements

- A blank is displayed when the statistic is not defined and cannot be calculated; i.e., there is no variance, or when there are no data available on which to calculate the statistic.
  - Z-score – A blank is displayed when all Qwest observations have the same value. Note that the Qwest standard deviation is not displayed on the report.
  - Parity score – A blank is displayed when all observations from both the CLEC and Qwest samples have the same value, e.g., both results are 100% or 0%. (Note that this is a parity condition, however a parity score can't be calculated.)
  - If there are no CLEC data, the CLEC fields are blank, and the z-score and parity fields are blank.
  - If there are no Qwest data, the Qwest fields are blank, and the z-score and parity fields are blank.

Please see also the document, "Reading Reports," also on Qwest's Wholesale 271 Performance Results reporting website (<http://www.qwest.com/wholesale/results/readreports.html>).